Texas Health Trace Updates
for Local and Regional Users

This biweekly communication is intended to provide local and regional users of Texas Health Trace with useful information about recent and upcoming system enhancements and features.

Tuesday, February 2, 2021

Major Accomplishments
- Collection of Hispanic or Latino ethnicity information has been consolidated to the Ethnicity field.
- Default values for entering Race and Ethnicity information on the Exposed Contact form and the Self-Service Portal have been updated to "Unknown" and "Not Specified", previously "White" and "Hispanic".
- Uploads of agency data now document re-infection cases. Cases reported with specimen collection dates >90 days apart will create new cases rather than update an existing case record.
- An enhancement to the Outbreak Object now allows users to manually add a case to an existing outbreak even if they do not have a common exposure location recorded.
- A new Outbreak Type, "Molecular Cluster," has been added.
- Cases in the Call Center priority queues will be evaluated on a nightly basis to determine if they meet the time frames of the queues (<6 days or 7-10 days). Cases that do not align with the criteria for the respective queue will be automatically assigned to the appropriate queue.

Latest Resources and Trainings
- Instructions for Non-ASL Agents Scheduling a Video Call-Back for an ASL Agent
- 1/15/21 Release (Regional/Local Health Dept)
- 1/15/21 Release (Call Center)
- Instructions for RLHE Agents when a Deaf or Hard of Hearing Person Contacts the RLHE
- THT Reports User Guide
- Texas Health Trace for Case Investigator (Call Center) [Updated]

All training materials can be access by clicking on link (Texas Health Trace Academy). If you need your log-in details reset, please reach out to your RLHE Team Lead.

Lessons Learned
- Communicating with all types of RLHE users presents challenges. As THT evolves, developers would like to share system updates with users. Recently, the development team learned that we are missing opportunities to communicate with RLHE THT users.
- Chatter is a great tool for communicating with other THT users within the system! The THT Developers create a post to notify users of new training documents that accompany new functionality available in THT. Users can find the latest information in the Local/Regional Jurisdictions Chatter Group.

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Open Issues
- When using the guided workflow, Exposed Contacts convert to cases with any symptom reported rather than converting based on clinical criteria.
- The issue of duplicate lab records has been reported by multiple agencies. At this time, an update to this functionality is not being prioritized. Consult your THT Team Lead for suggestions on how create reports that utilize lab information to enhance your team's workflow.

Plans for Next Sprint Cycle
- Addition of a city-based role in the Local Health Authority (LHA) application to enable LHAs with a city jurisdiction to perform Case Investigations and Contact Tracing in THT.
- New Reason for shunting to the call center, "Conduct case investigation ONLY" to use for cases that do not need Contact Tracing activities.
- Update "Earliest specimen collection date" to populate on all cases with ELR files attached.
- Address bug found by call center where Exposed Contacts are not being assigned to Call Center agents.